Clinical Consultations

Overview

It is important to identify the key steps involved in facilitating a successful telemedicine appointment. These are typically divided into three main sections: pre-consultation, during the consultation and after the consultation.

Pre-Consultation

1. Verify that the patient appointment is scheduled in Ncompass.
2. Ensure the consultant has the patient referral form.
3. Ensure the consultant has the patient chart and any relevant test results.
4. If consultant is using a room-based system, they should have the event ID, site number and global address (GAB) of the patient site in order to place the call.
5. If consultant is using personal videoconferencing, they should locate the event in their calendar in the Telemedicine Centre in order to place the call.
6. Always verify the date and time of the telemedicine appointment.
7. Hang a "Private: Telemedicine Session in Progress" sign on the door, or ensure the consultant has a private area for the telemedicine appointment.
8. Turn on the videoconference system.
9. Have all appropriate phone and fax numbers available (e.g. Patient site, OTN Service Desk).

During the Consultation

1. Unmute the microphone and introduce everyone in the room. Obtain the patient's date of birth for verification purposes.
2. The patient site should use the presets to frame the patient, or allow the consultant to use far end control to frame the patient.
3. Obtain the fax number for the patient's pharmacy if a prescription is required.
4. Arrange any follow-up lab work through a consultant note that goes back to the patient's primary physician.
5. End the call and shut down the system or place it on the privacy preset.

After the Consultation

1. Arrange any follow-up appointment for the patient.
2. Remove the privacy sign from the door.